Mobile Support and Emergency Alarm Service for older people

Support Service
Telecare Service
Getting Involved

...helping you stay independent at home

Supporting people
Communities and Local Government

Havering
London Borough
The London Borough of Havering has a mobile support service for older people, it is available for all older people in Havering.

The service combines the benefits of support delivered by experienced support workers with an emergency alarm response.

This leaflet explain the service available for sheltered housing tenants:

— *how the service works*

— *how it can help you live independently*

— *what you can expect; and*

— *how to find out more.*
What is Sheltered Housing?

The Council’s Sheltered Housing in Havering has a number of attractive features, including:

- the opportunity to live in a comfortable and secure environment
- the mobile support service for all sheltered residents
- the 24/7 alarm call service for all sheltered residents
- the services of an ‘active living’ worker who will assist you and your neighbours to organise events, take part in local social groups and get the most out of living in a sheltered scheme
- daily visits (Monday to Friday) to the scheme by a member of the mobile support team
- daily cleaning (Monday to Friday) of the communal areas of the scheme.

What is the Mobile Support Service?

As we get older, we sometimes need a little support with some of the things we used to be able to do easily either just for a short while or perhaps on a longer term basis.

Our mobile support service is designed to offer you support of up to six hours per month to help you maintain your independence and access other services you might need.

You and your relatives can also have peace of mind by accessing the emergency response service.
What sort of support can I expect?

The support you receive will depend on your level of need. This will be assessed by a Mobile Support Worker who will visit you to find out more about you but the general areas covered by this service are:

• support with managing your money, for instance, budgeting, setting up direct debits and accessing benefits to which you are entitled
• advice and information about your tenancy
• advice and information about accessing welfare, legal, health or community services if you need them
• encouragement and assistance in getting involved socially and ensuring that you can continue to be active and access leisure activities that you wish to pursue
• referrals to Health and Social Services, if appropriate
• support to help you deal with anti-social behaviour and to be more security conscious.

The aim is to deliver support to you in line with your needs and to draw up a support plan, with your agreement, which addresses those needs. If your needs change, support can be increased - within certain limits - or reduced to meet your new needs.

Will I have to pay for the service?

Your needs will be assessed by a specialist member of our Mobile Support Team to establish what level of support you require. The charges depend on the level of support agreed with you. However, you may be eligible to have the cost met by the Supporting People Programme if you are in receipt of eligible benefit or assessed as requiring assistance under Havering’s Fairer Charging Policy. Charges will be discussed with you at the time of your assessment.
**How is the support arranged?**

The mobile support service can provide:

- a long term service for as long as you need, and/or;
- a short term service for those times when extra support is needed.

## LONG TERM SERVICES

### LOW LEVEL SUPPORT

You will benefit from:

- a mobile support worker on site at your scheme at some time every day Monday to Friday
- at least twice yearly in-depth reviews of your support needs
- regular ‘drop in’ sessions at your scheme where tenants can come together to meet the Mobile Support Team to discuss their concerns and issues
- the services of an ‘active living’ worker who will help you and your neighbours to organise events, take part in local social groups and get the most out of living in a sheltered scheme
- the 24/7 alarm call service
- advice about telecare
- easy contact with your mobile support worker, by phone or through the alarm call system 9am – 5pm Monday to Friday.

### MEDIUM LEVEL SUPPORT

You will benefit from:

- all the above, plus
- regular, personal one-to-one visits and phone calls from your mobile support worker.

### HIGH LEVEL SUPPORT

You will benefit from:

- all the above, plus
- weekly personal one-to-one visits and phone calls including daily contact, Monday to Friday in times of high need.
How often will a Support Worker visit our scheme?

A member of the Mobile Support Service visits each sheltered housing scheme on a daily basis, Monday to Friday. There is an ‘in/out’ board in each scheme so you can easily tell when a member of the team is on site. We also run regular “drop-ins” at each scheme to discuss scheme-related issues in more depth and hopefully sort out problems on-the-spot. Details of “drop-in” sessions will be displayed on the scheme notice board.

How do I get involved in social activities?

Our Active Living Workers help to develop and promote a range of activities amongst older people living in and around a particular hub of sheltered housing schemes. They are responsible for:

• setting up ‘group’ sessions with health providers such as chiropodist
• assisting with fundraising to help with social activities at your scheme
• building strong links between the sheltered housing schemes, older people in the surrounding area and other organisations such as day centres, community centres, and religious organisations
• developing information resources, and helping to raise the health awareness of tenants.

You can also suggest social activities that may be of interest to you. If you have any ideas for social event, tell your Active Living Worker.
I live in Sheltered Housing, what should I do if I need to contact a member of the Council’s mobile support team in an emergency?

You should use your emergency alarm pull cord or pendant whenever you have an emergency. When the alarm or pendant is activated, the call goes through to the Control Centre who will then contact a mobile support worker who will respond by either visiting or calling you on the alarm system or simply ringing you on the telephone, depending on the nature of the call.

What should I do if I want to contact a member of staff but it’s not an emergency?

If you wish to talk to a member of the Council’s support team but it’s not an emergency, you can:

- telephone us on **01708 434608**, 9am – 5pm Monday to Friday
- have a word with one of the support team when they are at your complex – a member of staff is on site at some time everyday Monday to Friday, just check on the in/out board at your scheme.
How do I report repairs?

All tenants should report repairs to their flats or any part of the communal area as soon as the need arises. Here are the numbers

- 9am – 6pm, Monday to Friday: call 01708 434000
- all other times: call 01708 433999

If you have any difficulty reporting a repair, please talk to a Mobile Support Staff about this.

Do you require further information?

If you would like to discuss these services and how you may be able to use them, please contact:

Mobile Support Service
London Borough of Havering
Royal Jubilee Court
45 – 47 Main Road
Romford RM2 5AW

Telephone: 01708 434608
Fax: 01708 434612
Textphone: 01708 433175
email: supportedhousing@havering.gov.uk